J-43
CUSTOMER OPRATIONS AND READINESS MISSION BRIEF

For

Customer Service Representatives

27 August 2004

J-43
Performance Assessment & Readiness

OVERVIEW

- J-43 Mission Statement
- J-43 Organizational Chart
- Evolving Metrics
- Readiness Review
- CSR Report
- Weapons System Support Program (WSSP)
- Take Aways
- Questions

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Performance Assessment &

MISSION STATEMENT

- **Assess DLA support for its customers/collecting and analyzing data and information**

- **Provide DLA readiness assessments of wartime support to Military Services, Combatant Commanders, and Joint Staff**

- **Analyze/assess weapon system and customer support trends for DLA**
  - **Customer Operations and Readiness (J-4) Readiness Review**
  - **DLA Director's Performance Management Review**
  - **DLA Customer Support Performance Reviews**

- **Act as Agency lead**
  - **DoD Readiness Reporting System (DRRS)**
  - **Joint Quarterly Readiness Review (JQRR)**
  - **Emergency Operations Support Centers (ESOCs) standardization**

- **Direct development and maintenance**
  - **Integrated Consumable Item Support (ICIS) Model**
  - **Weapon System Support Program (WSSP)**

- **Coordinate the Quarterly Review and Analysis for all J-4 initiatives**
- **Chair the quarterly DLA Readiness Summit**
- **Monitor J-4 metrics on Customer Support**

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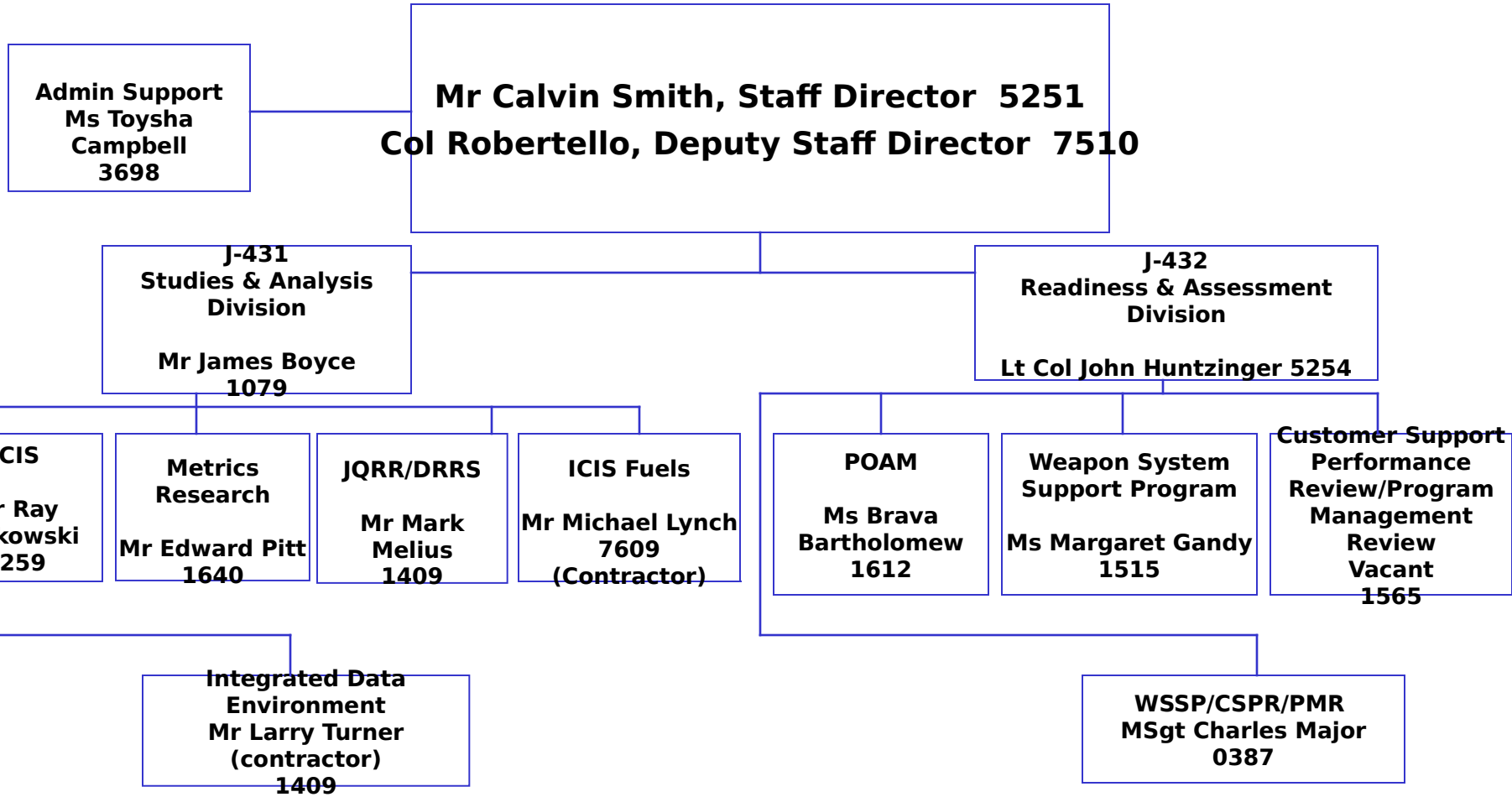
Performance Assessment & Readiness
Organization Chart



Evolving Metrics

Current PMR metrics

- Supply Availability
- Fill Rate (BSM)
- Demand
- Backorders
  - On hand/Aged/$$ value
- PR workload
- Open PR workload (BSM)
- PRs greater than ALT of record
- PRs exceeding Award Date (BSM)
- NOR
- Gross Sales at Std Price
- Obligations
- Cash Plan Performance

Transition Metrics

- Stock Availability
- Customer Orders *
- Backorders *
  - On hand/Aged/$$ value
- PRs on hand *
- PRs exceeding Award Date *
- ALT / PLT
- NOR
- Gross Sales at Std Price*
- Obligations*
- Cash Plan

Enterprise KPI-Examples

- Stock Availability
- Order Qty/Line Fill Rate
- TDD
- LRT
- Dmd Plan Accuracy
- ATP
- Inv Turns
- ALT
- PLT
- NOR
- Monthly Phasing Plan
- Cash Plan Performance

Legacy Metrics | **Transition Metrics** | **BSM Metrics**

* Supporting Metric

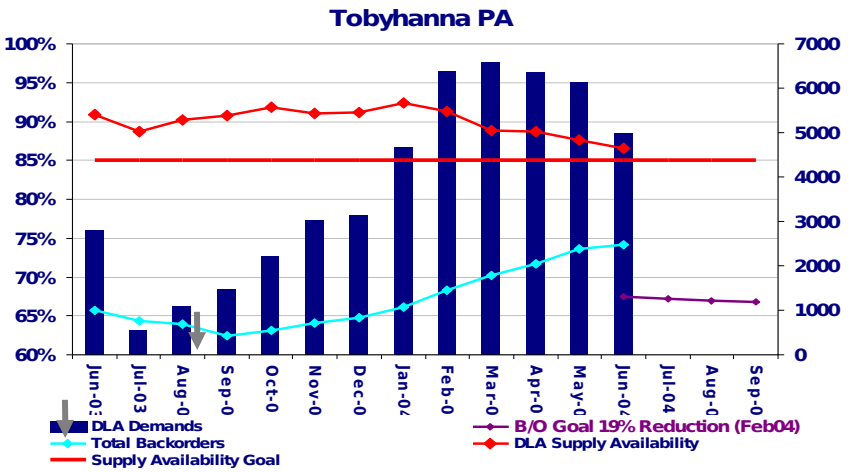
Readiness Review

SAMPLE CHARTS

Army Land Level A Systems

WSDC	Land Level A Weapon System	SA	BO	Readiness	WSSM
23A	HOWITZER, M-109A6, PALADIN	G	G	R	Y
35A	HOWITZER, 155MM, M-198	G	G	G	G
36A	TANK, ABRAMS M1A1	G	G	R	Y
37A	FIGHTING VEHICLE SYS. BRADLEY (BFVS)	G	G	R	Y
39A	MISSILE, PATRIOT	G	G	R	G
62A	MULTIPLE LAUNCH ROCKET SYSTEM (MLRS)	G	R	G	G
64A	MISSILE, AGM-114 (HELLFIRE)	G	R	NA	Y
72A	TRUCK, HEAVY EXPANDED MOBILITY TACTICAL (HEMTT)	G	G	R	Y
80A	TRUCK, VEHICLE SYSTEM, 1 1/4 TON (HMMWV)	G	R	G	Y
94A	ABRAMS M1 ENGINE	G	G	NA	G
VMA	MISSILE, VEHICLE MOUNTED FIM-92A STINGER (AVENGER)	G	G	R	G
XEA	TRUCK, FAMILY OF MEDIUM TACTICLE VEHICLE (FMTV)	G	G	G	G

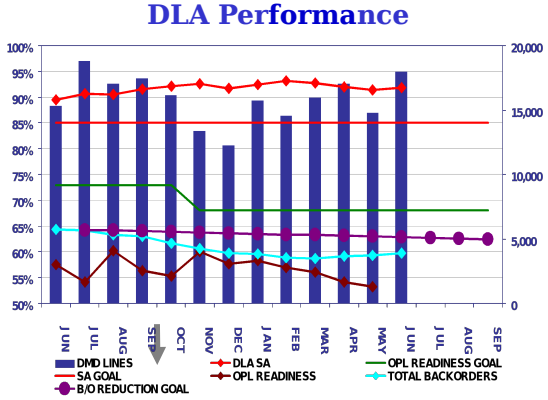
TOBYHANNA ARMY DEPOT



Aviation Weapon System Performance Metrics

Airframe System	SA	BO	Readiness	WSSM Assessment
F-14	G	G	G	G
E-2C	G	G	R	G
F/A-18E	G	G	R	G
EA-6B	G	R	R	G

EA-6B (45N)

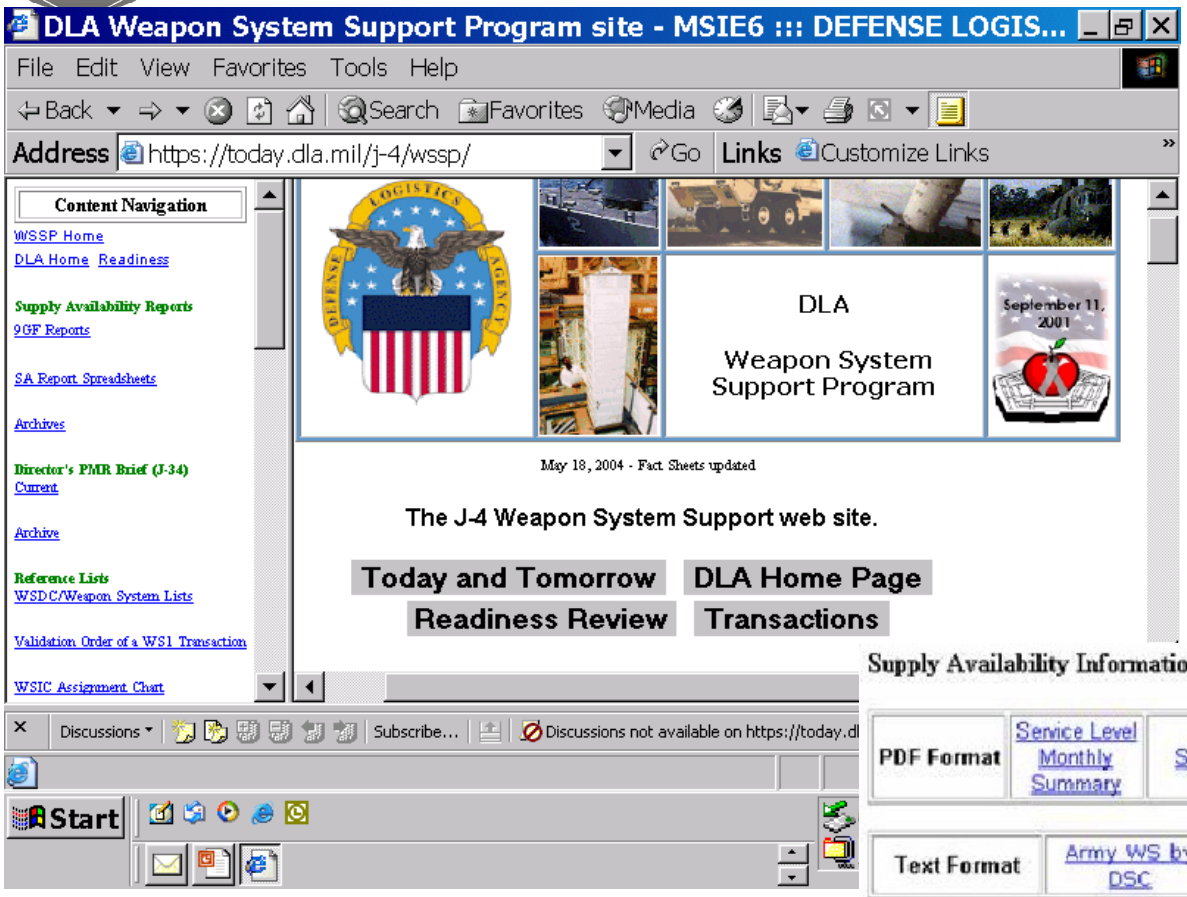


ISSUE:
Backorders Increased 3 Consecutive Months

DISCUSSION:
Backorders On Hand Increased
By 401 Over Last 3 Months

ACTION:
Continuing Aggressive Backorder Reduction Efforts

Weapon System Support Program



CSR Report

CSR Report

- Report is located on WSSP Website under the CSR Reports
  - Segmented by service
  - Generated from L-MARS, DASC, internal files requisition history and open back order files

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DSCR/DORRO

Data	200406
Number IPG1 Requisitions	10058
Number of IPG2 Requisitions	9228
Number of IPG3 Requisitions	12436
Total Number of Requisitions	31722
Percent IPG1 Requisitions	31.7%
Avg Requisitions Quantity	23
Avg. Requisition Value	$423
Total Demand Value	$13,425,840
Total # of Backorders Established	4329
Backorders Established Value	$3,151,494
# of IPG1 Backorders Established	1309
LMARS Avg Age (Days)-All BO	0
Supply Availability	87.2%
IPG-1 Supply Availability_	87.0%
LMARS Avg LRT (Days)-(All Reqs)	0
Open Backorder @ End of Month	13113
Open Backorder Value	$17,137,148
DSCC Supply Availability	89.4%
DSCR Supply Availability	87.0%
DSCP Supply Availability	85.8%

Take Aways

- **What we can help you with**
  - **Model/analyze weapon system readiness, supply availability, and customer support**
  - **Call on us for performance information and quantitative analytical support**
- **What we need from you**
  - **Critical customer intelligence**
  - **Tell us what metrics will help you**

QUESTIONS ??

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